



FREQUENTLY ASKED QUESTIONS

You have questions, we have answers!

What are the upgrade plans?

The upgrade is scheduled to occur in the fall of 2019. There will be minimal downtime for the Mobile App, but Internet Banking will be down for approximately ONE hour, between 11:00 am and Noon.

Will my FBW Mobile App be updated automatically?

No, if you currently have the FBW Mobile App, you will need to delete the current app and install the new business app from the App Store or Google Play store. Find the new app by searching for "FBW Connect Business" in your app store.

Will I have to enroll again?

No, however, there will be additional steps that need to be completed upon first login. Instructions are available in branch or on our website.

Will my username be the same?

Yes, your username will be the same as what you use today. In addition to your user name and password, you will be provided with a unique Company ID that will be needed each time you login, whether on the app or on the internet.

Will my Bill Pay information convert?

Yes, all payee and payment history information will be the same.

Will my bookmark still work?

No. Please remove old bookmarks and go directly to fbwbank.com. You will be able to login directly from the main website by selecting the "Business" tab.

Will I be able to view eStatements on the app?

Yes, you can opt-in for and view eStatements on the mobile app.

What happened to my security questions?

Security questions are no longer needed with the new technology that associates a device with a username and the authentication code you can choose to receive via text, email or phone.

What new functionality will be available?

We are thrilled to now offer a specialized BUSINESS product! You will find all of the functionality you are used to, as well as the ability to manage users and access additional options, such as ACH Origination, Wire Origination and Merchant Capture.